



The Commission on Peace Officer Standards and Training is pleased to announce a pilot presentation of a recently developed public safety dispatcher in-service training course:

Best Practices in Public Safety Communications: Focusing on Professionalism in the Public Eye

This course is designed to instill a desire in the learner to reach and maintain the highest level of professional job performance possible, as well as enhance personal communication skills which contribute to the delivery of consistently exemplary public service. The course extends beyond the basics of an ethics course through the critical examination of real-world incidents which have profoundly impacted law enforcement officers, public safety communications personnel, and public safety agencies in both positive and negative ways. Students will be presented with real-world problems which will compel them to critically evaluate their role in public safety communications support, including how their handling of incidents, both as call-takers and radio dispatchers, can directly influence the outcome of a public safety response. Additional topics include an examination of foundational ethical and character-based principles associated with public service; discussion of communication-related issues and problems; and a review of fundamental risk management concepts – including the adequacy of training, supervision, peer support, and quality assurance efforts.

Course Date and Location:

Wednesday, May 23, 2012

8:00 a.m. to 5:00 p.m.

Orange County Sheriff's Department Katella Training Facility
1900 West Katella Avenue, Orange, CA, 92867
(714) 538-9668

There is no cost for this course. Travel and per diem reimbursement will be available by the regular Training Reimbursement Request (TRR) process under POST Plan IV. Attendance is strictly limited to 30 students. As a result, the number of seats available to individual agencies may be limited. Spots in the course may be secured either by e-mail request or by returning the enrollment slip incorporated into this form. A waiting list will be established, if necessary. The Ayres Hotel, located at 2550 East Katella Avenue in Anaheim, is the recommended site for student lodging, if needed. The Ayres routinely extends individuals attending training at the OCSO facility an \$89 sleeping room rate which includes a full cooked-to-order breakfast each day. The hotel reservation line may be reached directly at (714) 634-2106. POST recommends that you avoid making travel arrangements through Internet service providers, as refunds can be difficult or impossible if attendance cancellations become necessary.

ADDITIONAL INFORMATION: Questions regarding this program should be directed to POST Associate Governmental Program Analyst Kathy Hobson at (916) 227-3911 or kathy.hobson@post.ca.gov, or to POST Senior Consultant Lou Madeira at (916) 531-7834 or lou.madeira@post.ca.gov.

ENROLLMENT FORM (Best Practices: Focusing on Professionalism in the Public Eye)
Wednesday, May 23, 2012 – Orange County Sheriff's Department Katella Training Facility

NAME: _____ AGENCY: _____

TITLE: _____ PHONE: _____

E-MAIL ADDRESS: _____

FAX completed form to Kathy Hobson at (916) 227-0195 or
provide the information requested via e-mail to kathy.hobson@post.ca.gov